

Electronic Acknowledgement Receipt

EFS ID:	3650048
Application Number:	10741519
International Application Number:	
Confirmation Number:	4453
Title of Invention:	Providing user information and control over a contact within a contact centre
First Named Inventor/Applicant Name:	Michael O'Keeffe
Customer Number:	23644
Filer:	William M. Lee/debbie espinosa
Filer Authorized By:	William M. Lee
Attorney Docket Number:	920673-95341
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Application Type:	Utility under 35 USC 111(a)

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Submitted with Payment	yes
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Payment was successfully received in RAM	\$ 750
RAM confirmation Number	1149
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File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	Extension of Time	95341EOT7212008.pdf	14116	no	1
			9400a67ce09db90b6531a286b154cded013aef67		

Warnings:**Information:**

2	Amendment - After Non-Final Rejection	95341responsetoOAof32120087212008.pdf	388105	no	20
			48f77254c4bb68ffc90dbec1b9eb9e5dda51d88		

Warnings:**Information:**

3	Fee Worksheet (PTO-06)	fee-info.pdf	8349	no	2
			d126f0ab5eb0ee93d587f3578aea060cc31212f0		

Warnings:**Information:**

Total Files Size (in bytes):			410570
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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

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